

**NEXT STEPS HANDBOOK
DREAM TEAM**

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WELCOME

Welcome to Next Steps! Through our department, we greet, meet, and engage with guests to help them navigate the next step in their spiritual pathway. Each of us has a next step, we are continually taking next steps. Our role is to encourage conversation with other people to see where they are currently on our spiritual pathway, and how we can assist them in taking the next step that is best for them. We do this through several ways which you will learn as you acclimate to the role.

ONBOARDING PROCESS

Dream Team

1. Attend Growth Track
2. Express Interest in one of the teams we oversee
 1. Sr. Coordinator or Coordinator reaches out to share what to expect on the team, what serving looks like, and when I will shadow first. This touchpoint is to take place within 72 hours of Growth Track completion.
 2. I understand there will be an interview process for the teams of Baptism and Growth Track to ensure I am aligned and knowledgeable in the areas of information, and steps I am leading other people in.
3. Complete background check
4. Upon cleared background check, complete orientation and first shadow experience on campus.
 1. In this shadow experience I am watching what the person leading me is doing. I ask questions, I observe and take notes.
 2. I will be provided a Best Practices guide relative to my role. My leader will walk through this guide with me. I am responsible for knowing and internalizing the expectations outlined in the Best Practices guide.
 3. The Best Practices guide and Culture guide are starting point resources for me to use.
5. Complete second shadow experience on campus.
 1. For the teams of Baptism and Growth Track I will have training with the Senior Coordinator or Next Steps Director in order to ensure I know and understand these processes.
 2. I will shadow the experiences of Growth Track and Baptism a minimum of 3 times before I am placed as a host/facilitator of these environments.
 3. During this shadow experience, I may be asked to demonstrate what I have learned thus far. This is a learning process. I am always evolving, always learning. I receive feedback and coaching openly and implement change quickly when needed.
6. Once training is complete, I receive notifications allowing me to share my serving availability. I respond promptly so that my team can plan accordingly.

As I serve this house:

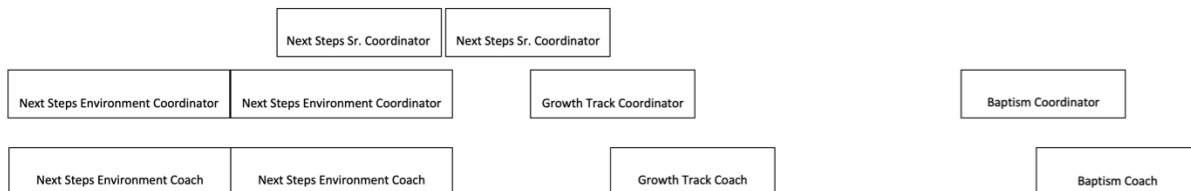
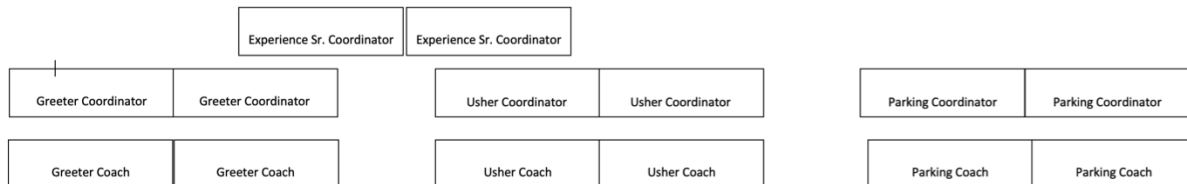
- I am open to feedback and coaching. I have eyes to see where areas can be improved. I give helpful suggestions and feedback.
- I respond to communication from my team and leader(s).
- I meet routinely with my leader(s) and team.
- I continually develop my skills and strive to exceed expectations. I am looking for opportunities to try new things, to stretch and grow.
 - I am to continuously develop my closeness with God through quiet time, prayer and fasting.
 - I am developing my gifts and talents through practice, research, reading and opportunities.

- I keep a pulse on the alignment of my gifts with my role. If I need to make a change, because God is stirring my heart, or the Holy Spirit is guiding me to take next steps, I communicate this to my leaders.

ORGANIZATIONAL CHART

The below chart outlines the Dream Teams within Next Steps Department. The Next Steps Director will develop one to one relationships with those in leadership of these teams. In a structure filled to maximum capacity you may have up to:

- 2 Senior Coordinators over Experience Teams
- 2 Senior Coordinators over Next Steps Teams
- 1 Coordinator over each team for an A and B rotation: Greeter, Usher, Parking
- 1 Coordinator over each team for an A and B rotation: Next Steps Environment, Growth Track and Baptism
- 1 Coaches over each team for an A and B rotation: Greeter, Usher, Parking, and Next Steps Environment
- 1 Coach over each team for Growth Track and Baptism. These events will likely not need more than one coach, as they do not happen each week.



OUR CULTURAL VALUES

Our culture, our leadership, and our DNA is shaped by Jesus Himself. We look at how He invested His life, how He treated people, and how He approached His ministry. There is no better example for us to follow. Four values define our culture:

Love God

- Develop your closeness with God
- Develop your character
- Develop your calling

As a Leader you hold weight as an example of closeness with the Holy Spirit, honoring God as your closest companion. You are responsible for seeking ways of development through time with Him and growth opportunities. One great opportunity is Lifepoint College, learning and growing deeper in the Word, your faith and your knowledge. Developing and using your Spiritual Gifts is integral as part of the team.

Love People

- See people as they could be
- Say what you see in them
- Start a process to develop them

As a Leader you are in position to consistently develop those on your team. Each person on your team should feel known and needed. When you recognize giftings within a team member, call them out, encourage them and assist your team with taking their next steps. Each person on your team, including yourself, should be taking next steps to develop. We are the resource for knowing and encouraging everyone we see to take a next step.

Pursue Excellence

- Do all things well
- Do it before you're asked
- Do more than is expected

As a Leader you set the tone, you set the bar. Leaders go first and leaders eat last. As a Next Steps Leader we see people. We have an eye for the unseen. We do not let people slip through the cracks, and this means double checking all queues, connections, and following up. Excellence is in you, because it is in the heart of our God.

Be Life-Giving

- Be a servant
- Be positive
- Be enjoyable

On the Next Steps Team, we have a sweet spirit. We go out of our way to approach people at their level of comfort. We actively engage and participate in every room. We turn the dial up in the best ways. We seek out ways to give to others and serve others so we can show others the character of Jesus through our actions. We ensure each environment is fun and honoring to the person experiencing it.

OUR LEADERSHIP COMPETENCIES

This should be an explanation of how your team/department specifically lives out the four core values of Lifepoint Church (Love God, Love People, Pursue Excellence, Be Life-Giving).

Our competencies outlined in the Staff Culture Guide are the combination of skills, behaviors, knowledge, and abilities that enable you to effectively perform as a part of this house. Below are the core competencies along with how they apply to Next Steps specifically

Cast Vision

- Communicate the mission
- Connect people to it
- Inspire them to join

You cast vision to the Dream Team you lead, to the NSD team and to the campus staff team. In all that you do, you link people back to the mission and vision of the house through sharing with them the 'why' behind 'what' we are doing. You give them vision before making the ask, and leak vision in all things. The 'what' we are doing is so much bigger than it seems. However, you know that people will not connect to what they are doing until they know the 'why.'

For example: Instead of asking someone to pick up a wrapper off of the floor, share how creating a distraction free, clean environment helps to break down barriers for people who are here to encounter Jesus.

Communicate Clearly, Often, and Honestly

- Create clear expectations
- Provide consistent feedback
- Tell the whole truth (give your last 5%)

Communication is vital in my role. Communicate constantly. You must be clear to those you lead what the expectations are, you must be honest yet grace-filled in feedback. While you are transparent in my communication, you are aware of your surroundings. Not everything you know is to be shared with every person you interact with. Read the room, and the situation. Be completely transparent with those who lead you, but filter communication to Dream Team, peers, and guests as appropriate. Tell the truth always in all things.

For example: In the campus staff meeting we discuss how the Dream Team is creating silos by not communicating with Kidspoint team on what we are doing in the foyer. We discuss this openly, and the discussion feels tense at times. When communicating the direction we are going to the teams you oversee, you do not share the sentiments or emotions expressed in the room, instead express the new direction we are working towards. Allow the Dream Team you oversee to be part of the solution and ask for their feedback. Understand that in the staff or leader level room we may disagree, but once we leave the room, we commit to the initiative(s) we have determined as a team to be a best fit for the mission we are on.

Create Opportunity

- Bring others with you

- Look for potential
- Empower people

As you learn, share what you know with others so that they are continuously growing also. In the team you oversee, evaluate periodically for ways the people you lead can be developed. Look for gifts and talents God has placed within them and call out what you see. Challenge them with what you feel God is wanting them to use, exercise or grow in. You are present with God, and allow the Holy Spirit to guide the way you lead people. Have your eyes open and your spirit alert to the people God is entrusting you with, so that you can make way for what the Spirit is doing within them.

For example: You have been asked to lead the Usher team for a night of worship. You recruit other people for this team and seek wisdom from the Dream Team who typically oversee this serving area on Sundays. You look to learn from others, then, you share what you have learned with others who will be on the team for the night of worship.

Cultivate an Environment of “We”

- Be loyal to the team
- Embrace collaboration
- Love sacrificially

You are committed to the mission of the Kingdom and this house. In all that you do, you think of others, those that you lead, the teams you oversee and how your efforts will impact those you do not lead, and others on your team.

For example: When you are thinking through how Ushers will support spontaneous baptisms, you collaborate with all others who are on your NSD and Campus Staff teams to drive towards what is best for this house. You also collaborate with other Dream Teams to ensure seamless, smooth transitions and an overall best experience for the guest.

Convey an Attitude of Hunger

- Always be evolving
- Pursue innovation
- Ask insatiable questions

You are always developing your closeness with God, your personal development and your ministry calling. You seek new opportunities that challenge you. Request to take the lead on projects and initiatives that will allow you to grow. In meetings of any kind, take notes, ask questions and seek clarity on anything you are unclear on. Look at everything we do through the lens of how you can make it better, and how we can improve different aspects.

For example: Our word as a Next Steps team for 2022 is elevate. We are moving Forward with the church by elevating all that we do. Look at the experiences you oversee for the guest and for our Dream Team and bring new, fresh ideas for how to elevate everything we do. You see that we have people bring their DISC and SG results with them to Growth Track, and suggest that we print them ahead of time and place them in a folder to provide a catered, intentional touchpoint for our guests.

EXPECTATIONS

Generic & specific description of each position/layer on your team.

Dream Team Member – A person who has discovered their purpose and is making a difference on the Dream Team.

- Serves in a rhythm of “serve one, attend one”. Based on the service times at your campus this could mean serving weekly or bi-weekly. Your leader will help to determine the best serving rotation for your unique role and availability.
- Regularly communicates with his or her Team Leader regarding prayer requests, personal development, and serving availability.

Meetings & Rhythms

- You will have a one-to-one meeting with your leader at your availability. This meeting is approximately one hour in length no less than once per month. This time allows you to commune with your leader and develop personally and in your role.
- Your leader will reach out to check on you by phone, text or email. Please communicate back to your leader promptly.
- You will have a team meeting of development/training or community nature no more than once per month and no less than once per quarter.
- You will have a minimum of four opportunities annually to engage in training and community with other teams on campus.
- You will have a minimum of two opportunities annually to engage in training with other teams globally.
- All gatherings are strongly encouraged.

PROCESSES, SYSTEMS & RESOURCES

Resources List

Below are a list of the programs we use and their purpose:

Outlook – we use Outlook as our primary email for our staff and Dream Team Leadership roles. You will receive email from our lifepoint.org or lifepointvolunteer.org email addresses.

Slack – our internal communication platform. You may be invited to join slack for internal important communication for your campus.

CCB – Community Church Builder is our database system that tracks all of our systems and processes. You could also receive messages from your leader from our CCB site.

You will receive a copy of the Best Practices training document that is applicable to the team you are on! This training document will assist you in the important information specific to your serving role.

THANK YOU

This guide is meant to assist in the acclimation to the role of serving on the Dream Team. You will receive hands on training, touch points, and concerted effort to walk you through each item outlined in this module. Your leader is your best physical resource for vision and direction. Also, the Director of Next Steps and Campus Pastor will be a great support as you get acquainted with the dream team, attendees and guests on the campus. You have a support system who is with you each step of the way.

You will have great success if you lean in to learning opportunities, ask questions and continuously seek wisdom from God on how to use your gifts and talents in the assignment God has placed you in serving on the Dream Team.